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T.R.A. DOCKET ROOM

GUILFORD F. THORNTON, JR.
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Direct Dial 615/259-1492
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January 30, 2004

The Honorable Deborah Taylor Tate, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

Re: Complaint of Citizens Telecommunications of Tennessee, LLC
against Ben Lomand Communications, Inc.

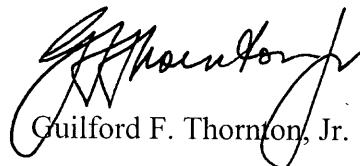
TRA Docket No. 03-00331

Dear Chairman Tate:

On behalf of Citizens Telecommunications Company of Tennessee, LLC, I am filing the attached discovery requests in the above referenced matter, pursuant to a procedural schedule agreed to by both parties to this matter. I am serving a copy on opposing counsel.

Should you have any questions or require anything further at this time, please do not hesitate to contact me.

Sincerely,



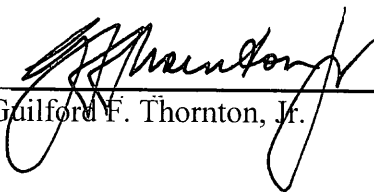
Guilford F. Thornton, Jr.

cc: Mike Swatts
Gregg Sayre

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by first class mail postage prepaid the 30th day of January, 2004 to:

H LaDon Baltimore
Farrar & Bates LLP
211 Seventh Avenue North
Nashville, Tennessee 37219



Guilford F. Thornton, Jr.

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

IN RE:)	
)	
COMPLAINT OF CITIZENS)	
TELECOMMUNICATIONS COMPANY)	
OF TENNESSEE, LLC,)	
)	
Petitioner,)	
)	
v.)	Docket No. 03-00331
)	
BEN LOMAND COMMUNICATIONS,)	
INC.,)	
)	
Respondent.)	

**CITIZENS TELECOMMUNICATIONS COMPANY OF
TENNESSEE, LLC'S FIRST SET OF DISCOVERY
REQUESTS TO BEN LOMAND COMMUNICATIONS**

Pursuant to TRA Rule 1220-1-2-.11, Citizens Telecommunications Company of Tennessee, LLC ("Citizens") is issuing these discovery requests to Ben Lomand Communications ("BLC").

(a) If any response required by way of answer to these requests is considered to contain confidential or protected information, please furnish this information subject to the protective agreement executed by the parties in this docket.

(b) If any response required by way of answer to these requests is withheld under a claim of privilege, please identify the privilege asserted and describe the basis for such assertion.

(c) These requests are to be answered with reference to all information in your possession, custody or control or reasonably available to you.

(d) If any request cannot be responded to in full, answer to the extent possible and specify the reason for your inability to respond fully. If you object to any part of a request, answer all parts of the request to which you do not object, and as to each part to which you do object, separately set forth the specific basis for the objection.

(e) These requests require supplemental responses consistent with the provisions of the Tennessee Rules of Civil Procedure.

DEFINITIONS

(a) “You” and “your” means BLC, and any affiliated company providing telecommunications service in the State of Tennessee unless otherwise specified.

(b) “And” and “or” shall be construed both conjunctively and disjunctively, and each shall include the other whenever such construction will serve to bring within the scope of these Interrogatories information that would not otherwise be brought within their scope.

(c) “Identification” or “identify” when used in reference to: (i) a natural individual, requires you to state his or her full name and residential and business address; (ii) a corporation, requires you to state its full corporate name and any names under which it does business, the state of incorporation, and the address of its principal place of business; (iii) a document, requires you to state the number of pages and the nature of the document (e.g., a letter or memorandum), its title, its date, the name or names of its authors and recipients, and its present location or custodian; (iv) a communication, requires you, if any part of the communication was written, to identify the document or documents which refer to or evidence the communication, and to the extent that the communication was not written, to identify the

persons participating in the communication and to state the date, manner, place, and substance of the communication.

(d) “Switch” means a device composed of hardware and/or software that establishes, manages and releases physical or virtual connections between two or more points in a voice or data transmission system, regardless of the technology employed (e.g., circuit, wireless, packet, or IP telephony). A “switch” may also perform other functions that enhance the aforementioned connections by providing additional information to or about the parties or devices that are involved in the connections.

DISCOVERY REQUESTS

I. INTERROGATORIES

1. Identify each person who provided information or documents in response to these requests, and for each such person identified, state the matters known to such person as they relate to the response(s) or documents provided.

RESPONSE:

2. Identify each and every instance where BLC has offered a rate, service or charge (or reduced or no-charge) for service or installation (“special promotion”) that was not specifically listed in BLC’s tariff filed with the TRA. These instances include special promotions such as those identified in Citizens’ response to the data requests of the TRA filed July 14, 2003. For each instance described, state:

(a) the terms of the special promotion; (b) the manner (e.g. newspaper

advertisement, direct mail, radio or television advertisement, etc . .) in which such special promotion was offered, (c) the dates the special promotion was offered, (d), the persons to whom the special promotion was offered, (e) all customers who participated in the promotion and became BLC customers, who were formally Citizens' customers; and (f) the manner in which the TRA was notified of such special promotion, and any response of the TRA thereto.

RESPONSE:

3. Identify the persons who proposed, calculated, prepared, reviewed, and/or approved the special promotions identified in response to interrogatory number 2.

RESPONSE:

4. State BLC's costs with respect to the services offered through each special promotion identified in response to interrogatory number 2 as they relate to the price floor established by T.C.A. § 65-5-208 (c).

RESPONSE:

5. For each customer identified in response to interrogatory number 2(e), please state: (a) the date that customer became a BLC customer, (c) the amount of profit that BLC has

made (or lost) on that customer per month since becoming a BLC customer and (b) whether the customer is still a BLC customer.

RESPONSE:

6. In the event that BLC has offered any special promotion without first filing any documents with the TRA with respect to such special promotion, please explain why BLC did not first file any documents with the TRA regarding each such special promotion.

RESPONSE:

7. Identify each instance where BLC used drop wire, housing cabling on the network side of the customer interface point, and entrance cabling not owned by BLC to provide service to former customers of Citizens that BLC has taken away from Citizens. In this regard, identify each instance by providing the (a) location where the instance occurred, (b) the manner in which it occurred, (c) the reason for the use, (d) the time period during which the use occurred, (e) the steps BLC took, if any, to stop the use.

RESPONSE:

8. State the number of access lines for BLC in McMinnville and in Sparta for each month since it entered those markets to the present broken out by business and residence access lines.

RESPONSE:

9. What sources and amounts of funding has BLC received from its affiliates, particularly Ben Lomand Rural Telephone Cooperative ("BLRTC")?

RESPONSE:

10. What is the rate of Return on Investments for BLC's exchanges in McMinnville and Sparta as of December 31, 2002?

RESPONSE:

11. Indicate the number of customers by month and by class of service that have left BLC and returned to Citizens and the reason the customer gave for leaving BLC if known.

RESPONSE:

II. DATA/DOCUMENT REQUESTS

1. Identify and produce copies of all BLC cost studies, supporting data, correspondence, and documentation arising from or related to the special promotions identified in response to interrogatory number 2, including, but not limited to, cost studies and supporting data not furnished to the Tennessee Regulatory Authority and all other documentation and/or calculations relied upon in producing such cost studies.

RESPONSE:

2. Identify and produce the cost studies and related documents prepared by or for BLC for the competitive Centrex product BLC sells in McMinnville and Sparta.

RESPONSE:

3. Produce all contracts or agreements between BLC and customers who have obtained services or rates pursuant to the special promotions identified in interrogatory number 2.

RESPONSE:

4. Produce all documents evidencing any internal communications within BLC or documents evidencing communication between BLC and BLRTC (including memoranda,

emails, letters and other documents) relating to any special promotions identified in response to interrogatory number 2.

RESPONSE:

5. Produce any documents that relate to or evidence any financial subsidies or assistance directly or indirectly received by BLC from BLRTC.

RESPONSE:

6. Identify and produce BLC's most recent audited financial statements (Balance Sheet, Income Statement, and Statement of Cash Flows).

RESPONSE:

7. Identify and produce BLC's projected financial statements (three (3) years).

RESPONSE:

8. Identify and produce BLC's Tennessee Capital Expenditures Budget for 2001, 2002, and 2003.

RESPONSE:

9. Identify and produce BLC's Tennessee Capital Expenditures Budget for 2001, 2002, and 2003 for Sparta and McMinnville.

RESPONSE:

10. Identify and produce copies of all correspondence and documentation regarding BLC's business plan in the McMinnville and Sparta exchanges related to any of the special promotions identified in response to interrogatory number 2.

RESPONSE:

11 Identify and produce copies of all correspondence and documentation regarding BLC's analysis of the effect of any of the special promotions identified in response to interrogatory number on Citizens and other competitors of Frontier in the McMinnville and Sparta exchanges.

RESPONSE:

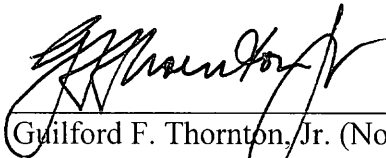
12. Identify and produce copies of all documents relating to the use of Citizens' drop wires, house cabling or entrance cabling.

RESPONSE:

13. Identify and produce any other documents not already provided that relate to (a) special promotions identified in response to interrogatory number 2 and (b) the allegations in paragraphs 11-14 of Citizens' complaint.

RESPONSE:

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Guilford F. Thornton, Jr.", written over a horizontal line.

Guilford F. Thornton, Jr. (No. 14508)
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Company of Tennessee, LLC